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# Example of Assistant Customer Support Job Description

Our company is growing rapidly and is hiring for an assistant customer support. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for assistant customer support

* Job shadowing (Call listening, call monitoring)
* Experience with insurance is preferred but not required
* Employees will alternate between processing illustrations and handling inbound calls
* Personal lines/Home Owners Insurance experience is a plus
* Ensure families are up to date with finances - be prepared to take payments over the phone, liaise with finance, action refunds, and tactfully investigate and evaluate individual payment plans assessing individual’s circumstances and find an appropriate course of action
* Provide advice and support to Challengers and guardians both verbal and written on a wide range of issues including but not limited to fundraising, expedition kit, destinations and itineraries, medical issues, booking conditions, payment options, flight inquiries, safety and back up
* Completion/retrieval of relevant information (written or verbal) to ensure effective internal and external customer service
* Through my own initiative monitor my own performance and develop the knowledge and skills including Barclays lending criteria that I need to be the best I can be in my role and my career in Barclays
* Ensure that customers receive an exceptional service by addressing customer solution and mortgage requirements in accordance with set procedures
* Ability to work remote (Up to 4 days a week) after 3 – 8 months

## Qualifications for assistant customer support

* Minimum of one year clerical/customer support experience in a healthcare environment
* Associate degree in business or secretarial science (two-year program)
* Higher education (or currently in acquisition)
* Analytical thinking combined with attention to detail
* Initiative, positive and problem solving attitude
* Must have skills to be considered for this role